



# Bermuda Public Services Union

# FEEDBACK

*“Onward and Upward Together”*

**Q4 2016**



Greetings Brothers and Sisters,

Let me first take the opportunity to thank you for your support and steadfastness during the past twelve months. Despite the challenges of the day, we have remained stalwart and continue to be a force for workers’ rights and human rights in this our island home. This could not have been achieved without the mammoth efforts of the Bermuda Public Services Union Executive and Secretariat; the General Council and Shop Stewards through-out our various Divisions.

Nevertheless, the point of this communication is to extend greetings to the membership during what is generally marked as the most celebrated season for Bermudians.

Brothers and Sisters, it has been my pleasure to serve as your President and to represent your voice in the workforce. Along with the elected Executive and the Secretariat staff of the Bermuda Public Services Union, we hope that you and your family will have a blessed and peaceful holiday season.

As the New Year is on the horizon, it is imminent that we address the continuance of fair labour and employment retention for our members. I look forward to leading in negotiations toward a new collective bargaining agreement, and to continue to provide support with the extended arms of our network. As a collective, it is hoped that we will remain supportive of each other – in the workplace and gatekeepers in the community. We are our brothers’ keeper; we are neighbours and responsible for the same.

“Onward and Upward Together”

Yours in Solidarity,

Bro. Jason Hayward  
President



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## INTRODUCING OUR NEW BPSU EXECUTIVE COMMITTEE

### President

Bro Jason Hayward

### 1st Vice President

Bro Wendell Burchall Jr.

### 2nd Vice President

Sis Linda Mienzer

### 3rd Vice President

Bro Robin Minors

### Treasurer

Sis Jewel Robinson

### Recording Secretary

Sis Lloyquita Symonds

### Asst. Recording Secretary

Sis Larissa Burgess

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# 2016 ANNUAL GENERAL MEETING

On Thursday, October 20, 2016, the Bermuda Public Services Union held its Annual General Meeting at the St. Paul A.M.E Centennial Hall. Following opening remarks from both President Brother Jason Hayward and General Secretary Brother Ed Ball Jr., there was a presentation of the 2016 Annual Report. In keeping with the Executive and the General Council's commitment to bottom-up leadership, good governance and transparency, the 2016 Annual Report highlighted the work carried out by your Union during this period and included:

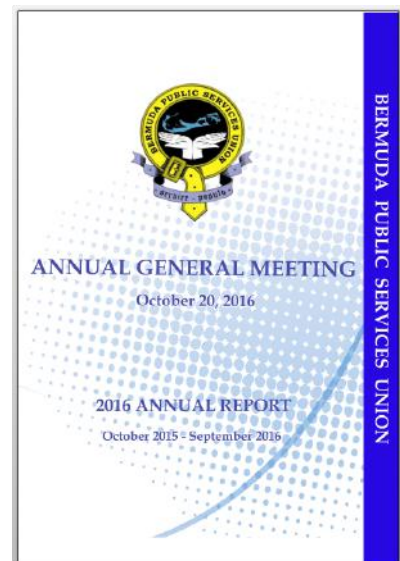
- ◆ An overview of the BPSU's strategic plan,
- ◆ The education and training of our Stewards and General Council,
- ◆ Industrial relations activities including a status update on the certification of new bargaining units and negotiations,
- ◆ A summary of court and tribunal cases,

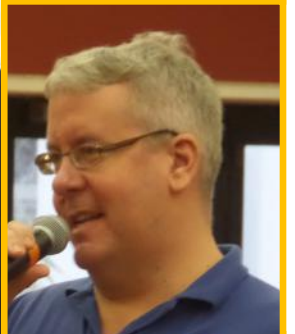
*Our AGM serves as an opportunity for the membership to gain a sound understanding of the work carried out over the period. Additionally, the AGMs provides a venue by which members are able to voice their opinions to their representatives & provide direction on the way forward.*

- ◆ An overview of national policies impacting our Union & our members including the reform of the Public Service Commission regulations and the Commission of Inquiry,
- ◆ Reports from the Union's various committees,
  - ◆ Representation on external boards & committees,
  - ◆ Results of the Anti-Bullying & Harassment Survey,
  - ◆ Results of the Membership Satisfaction Survey,
  - ◆ Presentation of education awards,
  - ◆ Executive & General Council's Attendance records.

In addition to the 2016 Annual Report, there was a presentation of the Treasurer's Report on the Union's financial position.

An electronic copy of the 2016 Annual Report, can be downloaded from the BPSU website or a hard copy can be collected from BPSU headquarters.





# BPSU RECOGNIZES



In recognition for the support he provided to BHB during Hurricane Joaquin, Network Solutions Analyst **Colin Outerbridge** made the shortlist for **The WOW! Award**, after being nominated in the *Going the Extra Mile* category through the BHB's online RISE Awards programme, which allows individuals to recognise staff members who have "gone above and beyond to deliver exemplary service."

Mr. Outerbridge stayed for the duration of the hurricane and dealt with any IT and telephone issue at KEMH. When the HICC [Hospital Incident Command Centre] started developing phone issues, he came up with a quick solution and then implemented it to make sure that the service did not go down. Dean

Parris, BHB's disaster manager, nominated Mr. Outerbridge for the award stated, "Colin is a true leader. Had the issue not been resolved quickly and successfully, machines used to monitor patients could have been affected,"

*Thank you, Bro. Outerbridge for going the extra mile!*



At the International Academy of Business and Public Administration Disciplines' fall conference in October, **Mr. Shawn DeShields**, Senior Hospitality Management and Computer Information Systems Lecturer at

Bermuda College, earned a Research Award.

Mr. DeShields along with Dr. David M Baker and Dr. Festus Olorunniwo of Tennessee State University co-authored an academic paper titled "*Structural Relationships amongst Cruise Ship Services, Destination Experiences and Passenger Satisfaction*". The primary objective of the paper was to investigate the extent to which tourists are willing to travel around the world in search of satisfying and authentic experiences.

**Our members on the world stage!**

Congratulations are extended to **Ms. Davina Aidoo**, Psychologist at the Bermuda Department of Corrections. Ms. Aidoo was awarded her Professional Doctorate Degree in Policing, Security & Community Safety from London Metropolitan University on September 22 2016. Her thesis title was "*Hidden Hurts, Healing from within: Restorative Justice for Victims & Convicted Offenders in Bermuda*". She attended her graduation ceremony on December 6, 2016 to receive her certificate.



**Congratulations Dr. Aidoo!**



Congratulations to the **Mental Health Court Programme** for their official opening in October 2016. This initiative provides services to people suffering from a mental illness who are accused of offences.

The purpose is to help clients address their mental health issues and become productive citizens. Director of Court Services Gina Hurst-Maybury: "*The programme continues to make strides and validate that a team approach and judicial monitoring are effective in changing lives.*"

The programme includes dedicated professionals from the judiciary, office of the Director of Public Prosecutions, legal aid, the Department of Court Services, the Bermuda Police Service, Mid-Atlantic Wellness Institute and the Department of National Drug Control.

**Our members, making a difference!**

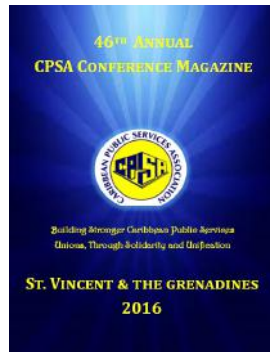
# OUR GLOBAL CONNECTIONS

## Caribbean Public Service Association (CPSA)

In July 2016, the BPSU sent a delegation led by President Jason Hayward to CPSA's 46th Annual Conference in St. Vincent and the Grenadines.

President Hayward played a prominent role throughout the entire week and served as a panelist on various forums including:

- ◆ **The Men's Forum:** "Current Regional Issues: Politics, Leadership, Regional Integration, Social Services and Employment";
- ◆ **The Future Leaders Forum:** "Strengthening your Trade Union: The Role and Responsibilities of Young Workers"
- ◆ **Public Service and Political Party Affiliation:** "Should we Re-align our Relationship".



At the opening of the Conference, Prime Minister Gonsalves presented President Hayward with an award for his dedicated & resolute service.



BPSU Delegation: Bro Orin Simmons, Sis Ashley Smith, Sis Lenneir Darrell, President Jason Hayward, Sis Sharon Symonds, Sis Irene Richter, Sis Shakia Smith.

## Int'l Summit of Cooperatives

In October 2016, a delegation from the Bermuda Trade Union Congress (BTUC) attended the **Quebec 2016 International Summit of Cooperatives**. The event attracted more than 2,500 participants from 93 countries, bringing together managers, decision-makers and leaders of cooperatives and mutual enterprises of all sizes and from all sectors. This summit provided a unique venue for reflection, discussion, cooperation and training on major trends, and current and future economic and financial issues.

## Caribbean Congress of Labour (CLC)

In October 2016, President Jason Hayward, 1st VP Bro Wendell Hayward and General Secretary Bro Ed Ball Jr attended the CCL 19th Triennial Delegates Congress in Antigua. The theme of this conference was "Strengthening CCL in the Struggle for Workers' Rights & Freedoms in the Changing Global Environment."



## EDUCATION AWARDS



The BPSU continues to invest in our members and their dependents. On July 14, 2016 the Education Committee presented 6 overseas and 6 local awards to successful applicants totaling \$30,000.

## NEGOTIATIONS



In preparation for the upcoming Government CBA negotiations, President Jason Hayward and members of the Executive, held meetings with Divisional representatives and Shop Stewards to outline BPSU's collaborative approach to the negotiation process.

# 2016 SATISFACTION SURVEY

## Summary Results

Up 5% from 2015, 74% of the general satisfaction levels of respondents with the BPSU were either satisfied or very satisfied.

Efforts to improve communication with our members have netted positive results during 2016. Up 6% year-over-year, our survey showed that 80% of respondents were satisfied or very satisfied with the way in which the BPSU communicates with them.

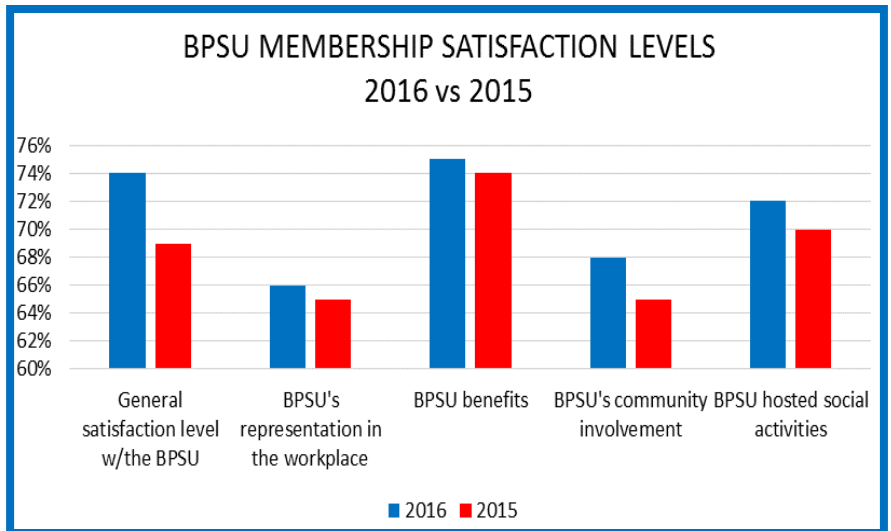
In keeping with the BPSU's continued commitment to open dialogue with our membership, we sought feedback from members through an online satisfaction survey conducted between August 10 -24.

The results will be used to track the membership's satisfaction levels over time and to provide information that would be

used to formulate an action plan for the ongoing development of our Union.

Membership participation in our survey this year increased by an impressive 33% over last year's survey. Representing approximately 13% of our membership, 411 persons participated in our survey this year, up from the 310 respondents recorded in 2015.

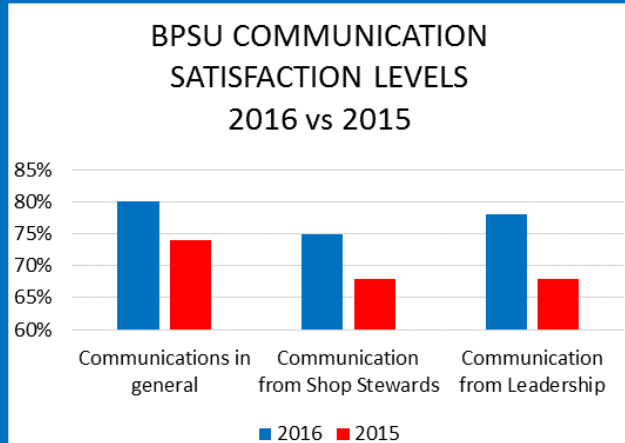
*The BPSU is pleased to report that membership satisfaction levels were up notably year-over-year.*



Participants indicated that they would like additional benefits including increasing the number and variety

of membership discounts, access to financing for education, wage increases, better health insurance, an increase in vacation, compassionate and sick leave, implementation of daycare for members' children, more BPSU social events, additional educational forums, financial assistance for members who are experiencing financial hardship, a BPSU co-op, etc. These recommendations will be forwarded to our Executive Committee for further consideration.

## COMMUNICATIONS



## GRIEVANCE HANDLING

Similar to 2015, this year approximately 23% of those members that were surveyed had a grievance or a workplace dispute in the last 2 years.

Of these respondents, 47% were either *very satisfied* or *satisfied* with the manner in which BPSU handled their grievance or dispute, representing a 7% increase over last year.



# IN THE SPOTLIGHT

## SIS. KEWANNA SWAN



I have had the pleasure of being a shop steward since 2008. I was elected Secretary of Division 7 & Member of General Council of the BPSU since 2009.

In 2015 I was elected Chairperson of Division 7, a position I was re-elected to in 2016. In 2009 I had the opportunity to accompany a contingent from the BPSU to the CPSA Conference held in Jamaica as an observer. 2013 saw me appointed to the post of Bar Chairperson, a position I currently hold as I was invited to serve for another three year term.

I have also represented the union as the Player/Coach of the BPSU Netball Summer League as this is a passion of mine. My fulltime position within the Bermuda

Government is that of a Senior Immigration Inspector.

Being an involved member of the BPSU is a rewarding experience and has also proven to be an invaluable one. It is a pleasure to serve in my capacities and be a voice for our members. I am the proud mother of two (2) beautiful daughters ages 13 and 23.

I serve my union with pride and dedication.

## Retirement of

## BRO. ORIN SIMMONS



After 17 years of service as the Assistant General Secretary, Brother Orin Simmons officially began his retirement on September 27, 2016.

We wish to acknowledge the invaluable service that Brother Simmons provided the Union through his knowledge, capability and

devotion to the members, especially during the challenging times that required dedication and loyalty to the trade Union movement.

On behalf of the Executive, General Council, Trustees and the Secretariat, we wish Brother Simmons every success!

## Welcoming

## BRO. KEVIN GRANT



We are delighted to announce that Brother Kevin Grant was the successful candidate for the Assistant General Secretary post as of October 1, 2016.

Brother Grant, a

former President of the BPSU, has served as a Union Officer for over a decade and brings a working knowledge of trade unionism principles.

He will undertake a number of courses to fulfil the succession plan's development objectives.



♦ JANUARY 27, 2017 - Bartenders' Appreciation Night  
 ♦ MARCH 9 & 10, 2017 - BPSU Delegates' Conference  
 ♦ MAY 12, 2017 - BPSU Banquet

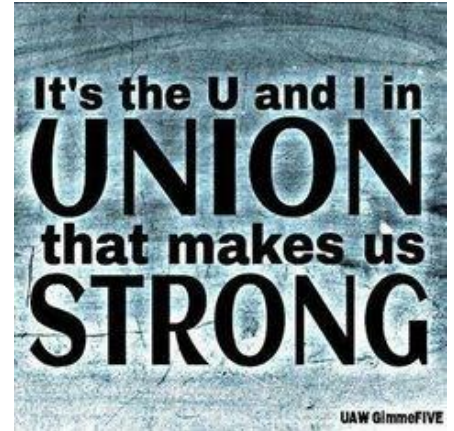
*2017 marks the 65th Anniversary of the BPSU - stay tuned for events all year.*

## WORD SEARCH

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CHRISTMAS  
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PARTY  
 PROTEST  
 SEASONS  
 STRENGTH  
 SUPPORT  
 TOGETHERNESS  
 UNION  
 YEAR



## Public Relations Committee

Sis Lloyquita Symonds, Chairperson  
 Sis Thelma Hart, Vice Chairperson  
 Sis Dwanita Grant, Secretary  
 Sis Linda Mienzer  
 Bro Robin Minors  
 Bro Graham Maule  
 Sis Lauren Bell



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